Paul Kroon

2229 Oakdale Ave

Glenside, PA 19038

[paul@paulkroon.com](mailto:paul@paulkroon.com)

Phone: (609) 576-3720

**EXPERIENCE:**

**IT Manager,** Tyndale Company, Inc., Pipersville, PA, December 2013 – Present

* Manage team of 7 IT employees: 2 Systems Administrators, 2 Business Analysts, QA Analyst, IT Project Coordinator, and Help Desk Technician
  + Hired for 4 positions, 2 of which I created to grow the IT team to anticipate company’s growth
  + Develop skills of team through targeted training and specific task assignments for “reach” goals
* Prioritize and assign all requests made of IT to ensure timely completion and customer satisfaction (help desk support, reporting requests, custom application issues, and any other IT-related questions)
* Architect and oversee software configuration management system and DevOps procedures, including testing and production deployments, and change management procedures and communications
  + Develop in-house build and deploy systems
  + Coordinate QA with team to maintain test cases and track coverage, including automated, manual, and user acceptance testing
  + Develop business logic knowledge and troubleshooting skills of team through documentation and delegation of tasks
* Oversee the planning and account for the uptime of Tyndale’s infrastructure
  + Ensure maintenance of existing systems and track uptime with sysadmin team
  + Work with President of company, VP of IT, and Director of IT to determine future growth needs, and execute plans
* Develop and document department policies, as well as create documentation for custom business applications to be consumed by all Tyndale employees
  + Report at bi-weekly all-manager meetings on IT status and coordinate with other managers to achieve company goals

**Systems Administrator,** Tyndale Company, Inc., Pipersville, PA, June 2008 – December 2013

* Served as primary administrator for network and infrastructure used by over 200 employees and over 200,000 end users
* Planned and implemented projects such as a new VMWare cluster and a multi-site network topology
* Managed source code using Subversion and dev/test/QA/prod deployments in a DevOps role
* DBA for multiple MS SQL servers (2005, 2008, 2012), including SSIS and SSRS development
* Designed, implemented, and maintained all backup systems (BackupExec and Veeam), and all monitoring systems (Nagios, Observium, and Splunk)

**Web Developer/Project Administration,** Sungard, King of Prussia, PA, March 2008 – June 2008

* Development and support of event planning management application (PHP and PostgreSQL)
* System administration for live and test development environments, including backups and managing Subversion repositories

**Web Developer/Database Administration,** Redlasso, King of Prussia, PA, January 2008 – March 2008

* Worked on report system written in PHP with MySQL database
* Worked on modifications to MySQL databases

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**Web Developer/Project Support,** Ivory Tower Group, King of Prussia, PA, May 2007 – January 2008

* Development of web-based event planning management application
* PHP, Javascript, and AJAX programming using MySQL and PostgreSQL databases
* Data manipulation and insertion into database system from various sources using Bash scripting
* Assistance with system administration for development and production environments

**Technical Consultant,** Gateway Employment, Limerick, PA, September 2007 – present

* Performed complete system upgrades for small office environment (built from components to cut costs)
* Developed automated backup system to replace old, manual system

**Teaching Assistant,** CS Department, Ursinus College, September 2007 – December 2007

* Assisted professor during Computer Science lab; aided students in coding projects
* Developed file upload PHP/MySQL application to handle submissions of projects for the class

**Associate Systems Administrator,** CS Department, Ursinus College, January 2007 – June 2008

* Built network with system of servers located in separate portion of Ursinus College IP space
* Built machines and installed software to run services such as Apache, MySQL, phpBB, and Bind

**Technical Consultant & Database Developer,** Country Inn & Suites, Millville, NJ, Dec. 2006 – present

* Created MS Access database for use by front desk and management for additional tracking/reporting
* Routine computer and wireless network maintenance
* Created Linux-based kiosk for hotel guest use in lobby

**IT Department Intern,** Tek Translations, El Plantío, Madrid, Spain, Oct. 2006 - Dec. 2006

* Worked with IT department at localization company, directly with IT manager
* Assisted with technical support, deploying systems for employees, infrastructure management
* Used Microsoft Server 2003 for various tasks including user management and FTP server

**Technical Assistant,** Computing Services, Ursinus College, Collegeville, PA, Sept. 2005 – May 2008

* Provided technical support for faculty, staff, and students, trained new technicians, and worked to improve the functioning of the help desk through better documentation and ticket tracking system improvements

**MS Access Database Developer,** Eggland’s Best, King of Prussia, PA, Sept. 2005 - May 2006

* Created MS Access database for nutritional data kept by lab with ability to search and import data

**President, Association for Computing Machinery,** Ursinus College, Sept. 2004 – May 2008

* Monitored spending and kept accounting records as treasurer (Sophomore year)
* Ran meetings, formed committees, led members in projects as president (Junior and Senior years)
* Raised membership from a few students to over 20 members by the time I graduated

**EDUCATION/CERTIFICATION:**

**Bachelor of Sciences in Computer Science and Mathematics,** May 2008

* Ursinus College, Collegeville, PA
* Minor in Spanish

***Honors:*** Dean’s List, departmental awards for Computer Science, ACM achievement awards

**Microsoft Certified Systems Engineer (MCSE)**

**MCSE: Security+**